The Port of Oakland Invites Applications for
Airport Operations Manager, Landside
(Terminal & Passenger Services)
Oakland International Airport (OAK)

Executive Search Services Provided by ADK Consulting & Executive Search
The Airport

Oakland International is the fourth busiest airport in California and second busiest in the San Francisco Bay Area. Serving over 13 million travelers annually, OAK is the closest airport to the region’s top business and tourism venues. It is also the closest airport for most local residents.

Oakland’s air service roster to over 60 nonstop destinations is offered on 14 different airline brands – seven of which operate with OAK as their sole gateway into the San Francisco Bay region.

The vision of Oakland International Airport is to be the airport of choice for Bay Area residents and visitors alike. OAK is operated by The Port of Oakland, which also oversees the Oakland seaport and 20 miles of waterfront. Together with its business partners, the Port supports more than 73,000 jobs in the region and nearly 827,000 jobs across the United States.

The FY2018 revenue budget is approaching $200 million, and 2017 saw 6,530,308 enplanements and 112,222 South Field commercial operations.

The capital budget for 2018 includes:
- International Arrival Building Upgrades
- Terminal 1 M102 Renovations
- Runway 12/30 Rehabilitation
- TSA Explosive Device System Recapitalization
- Parking Access and Revenue Control System

Oakland has numerous innovation initiatives across all departments to enhance operations and the passenger experience.
The Community

Located on the east side of San Francisco Bay, Oakland, with a population of 400,000, offers 19 miles of coastline to the west and magnificent rolling hills to the east that afford one of the most beautiful views of the world – a beautiful bay, the Golden Gate and Oakland Bay bridges and the majestic Pacific Ocean. Oakland is the seventh largest city in the state of California and covers 54 square miles.

Within its borders, Oakland features well-kept neighborhoods, a progressive, dramatically growing downtown, and superior cultural and recreational amenities. The heart of the East Bay, Oakland is home to a wealth of activities and attractions.

The city is surrounded by sparkling bay waters and rolling hills dotted with redwood forests. Visitors can boat, bike and hike amid spectacular natural surroundings.

Designated as an All-American City, Oakland is the center of the East Bay trade area, and is rich in history, impressive growth and a promising future. It is a city of transportation, of health care, of government, of sports, of education, and of arts and culture. The 24,000 square-foot Oakland Asian Cultural Center is the largest and most modern facility of its kind in North America. The Oakland Museum of California (OMCA) is an interdisciplinary museum dedicated to the art, history, and natural science of California and is enjoyed by visitors and residents alike.

Oakland has seen a resurgence of restaurants to the area, and the Eat Real Festival, an annual celebration of good food with a focus on artisan food craft, street food, craft beers, local wines and delicious cocktails is a popular event in the community.

Some 80 different languages and dialects are spoken in the city, and a study conducted by the University of Wisconsin cited Oakland as being the most integrated city in the nation.

Recognized as a major transportation hub, Oakland is a city in which large corporate headquarters comfortably sit nearby traditional business and small shops.

With San Francisco Bay and the Pacific Ocean sitting at Oakland’s doorstep, there is something fun and exciting for everyone who visits or resides in this cosmopolitan city.
The Position

Under the direction of the Assistant Director of Aviation, the incumbent is responsible for the management of the daily 24-hour operation of the Aviation Terminal Services Department at the Oakland International Airport. The role consists of the Airport Terminal Management, Passenger Services, and Airport Custodial Services.

This position also has the responsibility for the following:

• Manages the administration of the Airport Terminal and Passenger Services Unit (Passenger Experience) which plans for and responds to tenant/passenger requests for services and complaints;

• Manages the administration of the Airport Custodial Services Unit, which provides housekeeping responsibilities through custodial crews.

• Develops and maintains relationships with tenants, station manager, and partners such as the Transportation and Security Administration (TSA) and Customs and Border Patrol (CBP).

• Supervises, trains, and monitors the work of unit supervisors, including the conduct of formal performance evaluations, discipline, and staff development.

• Coordinates the emergency evacuation of Airport personnel, tenants, and the traveling public as necessary.

• Prepares the final departmental budget and provides input in the overall branch budget process for the Airport; solicits input from units of the department.

• Represents the Port/Airport in meetings with governmental and industry agencies;

• Administers the Airport Lost and Found Program and disposition of items left in public storage lockers; monitors landside security guards; coordinates logistics and set-up of special events/ceremonies at the Airport.

• Performs other related duties as assigned.

Position Qualifications

This position requires education and experience reflecting possession of the required knowledge and skills. A typical combination would include graduation from an accredited college or university with a Bachelor's degree in aviation management, business administration, public administration, or related field plus seven years of progressively responsible experience in customer/passenger service, of which three years must be in a managerial capacity in an airport administration environment.
Salary & Compensation

The salary range for this position is $148,536 - $184,008 depending on experience. An attractive benefit package is offered that includes CalPERS pension retirement, and full medical, dental and vision coverage.

For a link to more information about benefits, click here.

How to Apply:

A. Please submit both a cover letter and résumé. We require your files to be submitted as PDF documents. We prefer that you send both your cover letter and resume as one combined document. Please do not send your cover letter in the body of an email. Send your PDF files to ADK Executive Search at: OAKTS@adkexecutivesearch.com

B. Please complete the ADK employment application form at: ADK Application Form (this is a secure link)

Filing Deadline: Friday, May 4, 2018

Only complete electronic submissions will be considered.

Email questions to: OAKTS@adkexecutivesearch.com